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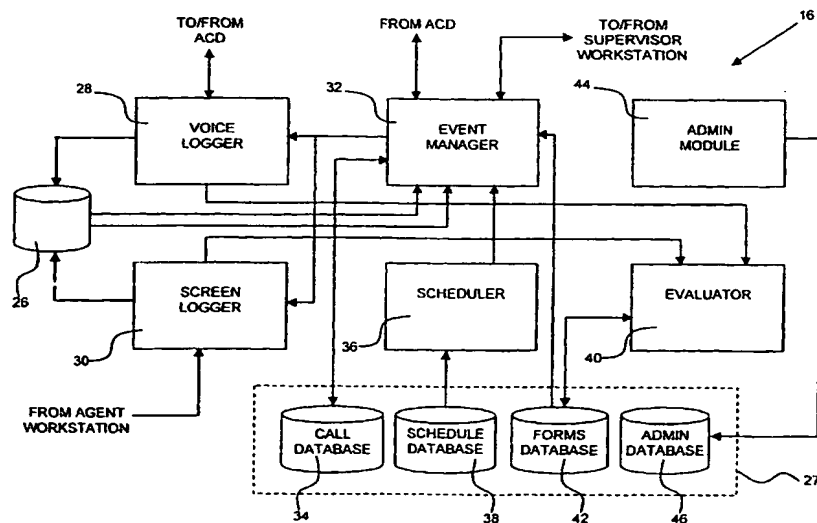
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(54) Title: TELEPHONE CALL MONITORING SYSTEM



(57) Abstract: A method for monitoring agent telephonic interactions with customers, the method including a) receiving a CTI datum associated with a telephone call between an agent and a party, b) determining whether the telephone call is to be recorded by determining whether the CTI datum meets at least one predefined monitoring condition, and, if so, c) recording at least a portion of the telephone call.

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## TELEPHONE CALL MONITORING SYSTEM

### FIELD OF THE INVENTION

The present invention is related to telephone call monitoring systems in  
5 general, and in particular to apparatus and methods for logging telephone calls according  
to non-time-based scheduling criteria.

### BACKGROUND OF THE INVENTION

Telephone call monitoring systems are increasingly being used by businesses  
10 to monitor the effectiveness of agents who receive telephone calls. In prior art telephone  
call monitoring systems data are typically collected on each incoming call to the system.  
This data consists of a log of events occurring in the system over time for an incoming  
call. Typical logged data elements are receipt of call, call offered to an application, call  
presented to an agent or an agent group, call handled or abandoned and length of call.  
15 The data representing these data elements are then processed to generate reports for use  
by management or supervisory personnel. The data may be organized in any number of  
ways, such as by agent, telephone trunk, agent groups and the like. Based on this  
information, management and supervisory personnel are able to evaluate an agent's  
telephone call activity and take corrective action where an agent's performance falls  
20 below acceptable norms.

Unfortunately, prior art telephone call monitoring systems are limited in  
their ability to discriminate between different telephone calls and agents based on  
criteria other than simple scheduling imperatives and rely almost entirely on human  
intervention to evaluate the quality of service provided by an agent. Prior art telephone

call monitoring systems that provide for telephone call recording typically record either all telephone calls received by an agent or record telephone calls according to a schedule.

5

## SUMMARY OF THE INVENTION

The present invention seeks to provide an improved system and methods for logging telephone calls according to non-time-based scheduling criteria that overcomes disadvantages inherent in the prior art.

There is thus provided in accordance with a preferred embodiment of the present invention a method for monitoring agent telephonic interactions with customers, the method including a) receiving a CTI datum associated with a telephone call between an agent and a party, b) determining whether the telephone call is to be recorded by determining whether the CTI datum meets at least one predefined monitoring condition, and, if so, c) recording at least a portion of the telephone call.

15

Further in accordance with a preferred embodiment of the present invention the CTI datum is either of the telephone number of the party and the telephone number dialed by the party.

Still further in accordance with a preferred embodiment of the present invention the CTI datum is a business information datum of the party.

20

Additionally in accordance with a preferred embodiment of the present invention the monitoring condition is met when the business information datum is in a database of business information data whose calls are to be recorded.

Moreover in accordance with a preferred embodiment of the present invention the monitoring condition is met when the business information datum is not in a database of business information data whose calls are not to be recorded.

Further in accordance with a preferred embodiment of the present invention  
5 the monitoring condition is met when the telephone number is in a database of telephone numbers whose calls are to be recorded.

Still further in accordance with a preferred embodiment of the present invention the monitoring condition is met when the telephone number is not in a database of telephone numbers whose calls are not to be recorded.

10 Additionally in accordance with a preferred embodiment of the present invention the monitoring condition is met when a portion of the telephone number matches a predetermined telephone number portion.

Moreover in accordance with a preferred embodiment of the present invention the monitoring condition is met when a portion of the telephone number does  
15 not match a predetermined telephone number portion.

Further in accordance with a preferred embodiment of the present invention the recording step c) includes recording an audio portion of the telephone call while recording in synchronicity at least a portion of the agent's interactions with a computer during the telephone call.

20 Still further in accordance with a preferred embodiment of the present invention the recording step c) includes recording an audio portion of the telephone call.

There is also provided in accordance with a preferred embodiment of the present invention a method for monitoring agent telephonic interactions with customers, the method including a) receiving a CTI datum associated with a telephone call between

an agent and a party, b) determining whether recording the telephone call will satisfy a metric not associated with the telephone call, and, if so, c) recording at least a portion of the telephone call.

Further in accordance with a preferred embodiment of the present invention

5 the method further includes maintaining the number of calls which the agent has received, the number of the calls which have been recorded, and a percentage of the agent's calls which are to be recorded, and where the metric is a percentage of the agent's calls which are to be recorded.

Still further in accordance with a preferred embodiment of the present

10 invention the method further includes associating the agent with a department, and maintaining the number of calls which the department has received, the number of the calls which have been recorded, and a percentage of the department's calls which are to be recorded, and where the metric is a percentage of the department's calls which are to be recorded.

15 Additionally in accordance with a preferred embodiment of the present invention the method further includes associating the agent with a supervisor, and maintaining a number of calls which the supervisor is to monitor in a given time period, and where the metric is a maximum number of calls to be recorded for the supervisor within the time period.

20 Moreover in accordance with a preferred embodiment of the present invention the recording step c) includes recording an audio portion of the telephone call while recording in synchronicity at least a portion of the agent's interactions with a computer during the telephone call.

Further in accordance with a preferred embodiment of the present invention the recording step c) includes recording an audio portion of the telephone call.

There is also provided in accordance with a preferred embodiment of the present invention a method for monitoring agent telephonic interactions with customers, the method including a) determining whether the agent's interactions with a computer during a telephone call received by the agent meets at least one predefined monitoring condition, and, if so c) recording at least a portion of the telephone call.

Further in accordance with a preferred embodiment of the present invention the monitoring condition is whether input has been entered into any data field appearing on a display of the computer.

Still further in accordance with a preferred embodiment of the present invention the monitoring condition is whether input has been entered into at least one specific data field appearing on a display of the computer.

Additionally in accordance with a preferred embodiment of the present invention the monitoring condition is whether at least one specific data field appears on a display of the computer.

Moreover in accordance with a preferred embodiment of the present invention the recording step b) includes recording an audio portion of the telephone call while recording in synchronicity at least a portion of the agent's interactions with a computer during the telephone call.

There is also provided in accordance with a preferred embodiment of the present invention a method for monitoring agent telephonic interactions with customers, the method including a) determining whether an agent satisfies a monitoring condition, and, if so b) recording at least a portion of a telephone call received by the agent.

Further in accordance with a preferred embodiment of the present invention the monitoring condition is whether the agent has a specific skill.

Still further in accordance with a preferred embodiment of the present invention the method further includes maintaining a score for the agent and where the  
5 monitoring condition is whether the score is less than or equal to a predetermined reference score.

Additionally in accordance with a preferred embodiment of the present invention the determining step includes maintaining a score for the agent and where the monitoring condition is whether the score is greater than or equal to a predetermined  
10 reference score.

Moreover in accordance with a preferred embodiment of the present invention the recording step b) includes recording an audio portion of the telephone call.

Further in accordance with a preferred embodiment of the present invention the recording step b) includes recording an audio portion of the telephone call while  
15 recording in synchronicity at least a portion of the agent's interactions with a computer during the telephone call.

There is also provided in accordance with a preferred embodiment of the present invention a method for monitoring agent telephonic interactions with customers, the method including a) pre-recording a first speech portion of a telephone call received  
20 by an agent b) determining whether the speech portion satisfies a monitoring condition, and, if so c) recording at least a second portion of the telephone call.

Further in accordance with a preferred embodiment of the present invention the method further includes combining the first and second portions.

Still further in accordance with a preferred embodiment of the present invention the determining step includes identifying at least one word spoken during the telephone call and where the monitoring condition is whether the word is in a database of words which require the recording of telephone calls.

5           Additionally in accordance with a preferred embodiment of the present invention the determining step includes identifying a plurality of words spoken during the telephone call and where the monitoring condition is satisfied when at least one word in a database of words is absent from the plurality of words.

          Moreover in accordance with a preferred embodiment of the present  
10   invention the determining step includes determining a speech rate of words spoken during the telephone call and where the monitoring condition is whether the speech rate exceeds a predefined speech rate.

          Further in accordance with a preferred embodiment of the present invention the determining step includes determining a speech rate of words spoken during the  
15   telephone call and where the monitoring condition is whether the speech rate is slower than a predefined speech rate.

          Still further in accordance with a preferred embodiment of the present invention the determining step includes determining the number of words spoken during the telephone call and where the monitoring condition is whether the number of words  
20   exceeds a predefined number of words.

          Additionally in accordance with a preferred embodiment of the present invention the determining step includes determining the number of words spoken during the telephone call and where the monitoring condition is whether the number of words is less than a predefined number of words.



Moreover in accordance with a preferred embodiment of the present invention the determining step includes determining a state of emotion present during the telephone call and where the monitoring condition is whether the state of emotion exceeds a predefined emotion threshold.

5           Further in accordance with a preferred embodiment of the present invention the recording step b) includes recording an audio portion of the telephone call while recording in synchronicity at least a portion of the agent's interactions with a computer during the telephone call.

          There is also provided in accordance with a preferred embodiment of the  
10   present invention a method for monitoring agent telephonic interactions with customers, the method including a) recording, during a telephone call between an agent and a party, either of at least a first audio portion of a telephone call and at least a first agent interaction with a computer, and b) recording, after the conclusion of the telephone call, at least a second agent interaction with the computer in association with either of the  
15   first portion and the first interaction.

          Further in accordance with a preferred embodiment of the present invention the recording step b) includes recording until a stop condition is reached.

          Still further in accordance with a preferred embodiment of the present invention the stop condition is an elapsed period of time.

20           Additionally in accordance with a preferred embodiment of the present invention the stop condition is the receipt of a notification of a second telephone call in progress with the agent subsequent to the first-mentioned telephone call.

          There is also provided in accordance with a preferred embodiment of the present invention a method for monitoring agent telephonic interactions with customers,

the method including a) receiving a plurality of notifications that a plurality of customer telephone calls are currently in progress with a plurality of agents, b) determining whether recording resources are currently available for recording, and, if so c) recording at least a portion of any of the telephone calls selected at random and currently in  
5 progress with one of the plurality of agents, and d) recording in synchronicity with the recording step c) at least a portion of the one of the plurality of agent's interactions with a computer during the telephone call.

Further in accordance with a preferred embodiment of the present invention any of the recording steps continue recording until the recording resources are no longer  
10 currently available for recording thereto.

Still further in accordance with a preferred embodiment of the present invention the recorded agent interaction with a computer includes at least one screen shot of a display of the computer.

There is also provided in accordance with a preferred embodiment of the  
15 present invention a method for monitoring agent telephonic interactions with customers, the method including a) pre-recording a plurality of telephone calls between a plurality of agents and a plurality of parties, b) determining whether any of the telephone calls is to be retained by determining whether any of the telephone calls meets at least one retention condition, and, if so, c) tagging the telephone call to be retained with a  
20 retention indicator.

Further in accordance with a preferred embodiment of the present invention the method further includes d) tagging the telephone call to be retained with a release indicator indicating when the retention indicator is to be removed.

Still further in accordance with a preferred embodiment of the present invention the release indicator indicates a predefined period of time after which the retention indicator is to be removed.

5 Additionally in accordance with a preferred embodiment of the present invention the release indicator indicates that the retention indicator is to be removed subsequent to performing an evaluation of the telephone call.

Moreover in accordance with a preferred embodiment of the present invention the release indicator indicates that the retention indicator is to be removed after a predefined period of time subsequent to performing an evaluation of the  
10 telephone call.

Further in accordance with a preferred embodiment of the present invention the release indicator indicates a storage threshold and where the retention indicator is removed after the storage threshold is exceeded.

15

## BRIEF DESCRIPTION OF THE DRAWINGS

The present invention will be understood and appreciated more fully from the following detailed description taken in conjunction with the appended drawings in which:

Fig. 1 is a simplified block diagram of an exemplary Automatic Call  
20 Distribution (ACD) system connected to an external telephonic network and agent telephonic workstations in which a telephone call monitoring system, constructed and operative in accordance with a preferred embodiment of the present invention, may be advantageously implemented;

Fig. 2 is a simplified block diagram of a telephone call monitoring system, constructed and operative in accordance with a preferred embodiment of the present invention;

Fig. 3 is a simplified flowchart illustration of a method of operation of the telephone call monitoring system of Fig. 2, the method being operative in accordance with a preferred embodiment of the present invention;

Figs. 4 - 20 are simplified flowchart illustrations of implementations of the monitoring condition step 200 of Fig. 3, operative in accordance with multiple preferred embodiments of the present invention;

Fig. 21 is a simplified flowchart illustration of an implementation of recording step 400 of Fig. 3, operative in accordance with a preferred embodiment of the present invention; and

Fig. 22 is a simplified flowchart illustration of a method of operation of monitoring system 16 of Fig. 1, the method being operative in accordance with a preferred embodiment of the present invention.

## DETAILED DESCRIPTION OF THE INVENTION

### Notation Used Throughout

The following notation is used throughout this document.

20	Term	Definition
25	ACD	Automatic Call Distributor. A telephony switch capable of managing the automatic distribution of incoming calls to agents or sales representatives based on predefined call allocation algorithms. ACDs are usually found in call centers.

- ANI Automatic Number Identification. The telephone number of the calling party. This data is provided to the called party by the PSTN.
- CTI Computer Telephony Integration. A set of applications that integrates the telephony resources and computerized resources of an organization in order to provide added value services.
- CTI link An external port of a telephony switch via which an external computer can get information regarding calls managed by the switch and can control the operation of the switch as well.
- DNIS Dialed Number Identification Service. A service that identifies the called telephone number.
- DTMF Dual Tone Multiple Frequency. A set of predefined combinations of tones generated by pressing the keys of a telephone set.
- IVR Interactive Voice Response. A computer-based product connected to a switch. IVR product enables a remote caller to pass or to retrieve information to or from a database or other computerized platform connected to the switch. The remote caller controls the IVR using DTMF.
- PSTN Public Switched Telephone Network.
- QA Quality Assurance.

20

Reference is now made to Fig. 1 which is a simplified block diagram of an exemplary prior art Automatic Call Distribution system, herein referred to as ACD 10, connected to an external telephonic network 12 and a plurality of agent telephonic workstations 14 in which a monitoring system 16, constructed and operative in

accordance with a preferred embodiment of the present invention, may be advantageously implemented. ACD 10 routes incoming telephone calls received via network 12 to a plurality of agent telephonic workstations 14. As will be readily apparent to those skilled in the art, ACD 10 and telephonic workstations 14 may be any  
5 of a number of different, commercially-available systems or devices used in ACD systems.

Monitoring system 16 is preferably in communication with ACD 10 for receiving notifications of telephone calls that have been routed by ACD 10 to agent telephonic workstations 14 and for receiving therefrom any audio portion of the  
10 telephone calls. Monitoring system 16 is also preferably in communication with agent telephonic workstations 14, either directly or via a computer network 20, such as a local area network (LAN), for receiving screen data captured from a display 22 of workstation 14 before, during, or after a telephone call is received at workstation 14, typically using any conventional screen data capture means assembled with workstation 14.

15 Monitoring system 16 preferably stores captured audio and screen data to one or more storage media 26 and provides captured audio and screen data to one or more supervisor workstations 18 either in real-time or later in a playback mode where audio, screen data, and other data may be monitored separately or simultaneously. Supervisor workstation 18 preferably includes a display 24 for displaying information  
20 relating to the operation of ACD 10 and to the performance of an agent as is described in greater detail hereinbelow.

Additional reference is now made to Fig. 2 which is a simplified block diagram of monitoring system 16 of Fig. 1, constructed and operative in accordance with a preferred embodiment of the present invention. Monitoring system 16 preferably

comprises a voice logger 28 which receives telephone call audio from ACD 10 and records the audio. Voice logger 28 is typically connected to ACD 10 via an ACD input or output channel or via a LAN audio channel. Voice logger 28 may also provide audio playback to ACD 10. A screen logger 30 is also provided which receives video screen data from workstations 14 and records the captured screen data. Monitoring system storage 27 is also provided, comprising a call database 34, a schedule database 38, a forms database 42, and an administration database 46.

An event manager 32 receives notifications from ACD 10 of telephone calls that have been routed to workstations 14 and preferably logs information regarding the calls received from ACD 10 in call database 34. Such information typically includes the outside party's telephone number, the locations of the telephone call recordings in storage 26, the time the call was made or received, and the duration of the call. Event manager 32 may then control voice logger 28 and screen logger 30 to begin recording audio and screen data of a telephone call for which an event notification has been received. Event manager 32 is typically connected to ACD 10 via a Computer Telephony Integration (CTI) port or via an ACD management port. Event manager 32 may provide audio and screen data associated with a particular telephone call as soon as it is switched to supervisor workstation 18 for real-time monitoring, or may receive playback requests from supervisor workstation 18, in response to which event manager 32 retrieves the requested audio and/or screen data from storage media 26 and provides the audio and/or screen data to workstation 18 for output.

A scheduler 36 provides event manager 32 with scheduling information stored in schedule database 38. The scheduling information may include:

1. how often to monitor a particular agent or all agents;

2. how often to monitor a particular agent group (where an agent in the group might then be selected at random for monitoring);
3. a percentage of calls to be monitored for a particular agent, all agents, an agent group, or department;
- 5 4. how many calls a particular supervisor or all supervisors are to monitor in a given period.

The scheduling information may also include non-temporal "scheduling" criteria such as

1. telephone numbers of customers who should or should not be monitored;
2. specific data fields on display 22 (Fig. 1) that, when data are entered into the  
10 fields, signal that the call is to be monitored;
3. a table of agent scores and the monitoring frequency for each score level;
4. a table of agent skills and the monitoring frequency for each skill;
5. words that, when spoken during a telephone call, signal that the call is to be monitored (e.g., obscenities);
- 15 6. words that, when not spoken during a telephone call, signal that the call is to be monitored (e.g., "please" and "thank you");
7. a table of speech rates and the monitoring frequency for each speech rate;
8. a table of word counts and the monitoring frequency for different word counts;  
and
- 20 9. CTI data, including business information gathered regarding the calling or called party.

Event manager 32 may use the information in database 38 to make scheduling determinations such as whether a telephone call received from or made to a particular telephone number, such as may be determined through Automatic Number



Identification (ANI) or Dialed Number Identification Service (DNIS), is due to be recorded, whether a particular agent is due for monitoring, whether the supervisor is due to monitor any or a particular call or agent, or whether other calling functions, such as “call transfer” or “hold” as may be determined through DTMF activation signals, require  
5 monitoring.

An evaluator 40 preferably provides a means for designing evaluation forms and for storing forms and evaluation data in forms database 42. Evaluation forms may be completed on-screen by a supervisor via workstation 18 or by an agent via workstation 14 for such purposes as evaluating agent performance or providing a  
10 customer interaction debriefing. Evaluator 40 may also receive audio and/or screen data from voice logger 28 and screen logger 30 and perform automated evaluations in accordance with preprogrammed algorithms. Such evaluations may include determining what words are spoken during a telephone call and speech rates using Digital Signal Processing (DSP) and speech recognition technologies well known in the art. Event  
15 manager 32 preferably accesses evaluation data stored in database 42 to support monitoring decisions as described hereinabove.

An administration module 44 provides for the definition of agents, supervisors, and other users and groups who may access various aspects of monitoring system 16 as well as security rules for such access. These definitions are stored in  
20 admin database 46.

Although not particularly shown in Fig. 2, any of voice logger 28, screen logger 30, event manager 32, scheduler 36, evaluator 40, and admin module 42 may access any of the information in databases 34, 38, 42, and 46. For example, scheduler

36 may access admin database 46 to detect changes in agent detail and modify scheduling information accordingly.

Reference is now made to Fig. 3 which is a simplified flowchart illustration of a method of operation of monitoring system 16 of Fig. 1, the method being operative in accordance with a preferred embodiment of the present invention. In the method of Fig. 3 a notification of a customer telephone call is received from ACD 10 indicating that a call is currently in progress with a particular agent (step 100). Event manager 32 (Fig. 2) then determines whether the telephone call is to be monitored by determining whether at least one predefined monitoring condition is true (step 200). If the condition is true, event manager 32 signals voice logger 28 to record some or all of the audio of the telephone call (step 300) and screen logger 30 to record in synchronicity with the audio recording of voice logger 28 some or all of the agent's interactions with the agent's workstation during the telephone call, preferably in the form of screen data captures (step 400).

A portion of the audio and/or screen data may be pre-recorded prior to and in support of performing step 200, in which the monitoring condition is tested. Under such circumstances, the signals to record referred to in steps 300 and 400 may be understood as directives to continue to record once the satisfaction of the monitoring condition has been established, or, if step 200 is carried out after the entire call has been recorded, as directives to retain the recording already made. Where a first portion of the telephone call was pre-recorded prior to performing step 200, it may be combined with any portions of the telephone call recorded after satisfaction of the monitoring condition has been established.

Reference is now made to Fig. 4 which is a simplified flowchart illustration

of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining step comprises determining the telephone number from which the call has been made. The monitoring condition is satisfied if the telephone number or a portion thereof is in a database of telephone numbers whose calls are to be recorded, the information typically maintained in schedule database 38 (Fig. 2). An example of a telephone number portion may be 212-xxx-xxxx, indicating that all calls from the 212 area code are to be recorded, or 212-605-xxxx, indicating that only area code 212 calls from exchange 605 are to be recorded.

Reference is now made to Fig. 5 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining step comprises determining the telephone number from which the call has been made. The monitoring condition is satisfied if the telephone number is not in a database of telephone numbers whose calls are not to be recorded, the information typically maintained in schedule database 38 (Fig. 2). An example of a telephone number portion may be 212-xxx-xxxx, indicating that all calls outside the 212 area code are to be recorded, or 212-605-xxxx, indicating that calls outside area code 212 and exchange 605 are to be recorded.

Reference is now made to Fig. 6 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining step comprises retrieving a score for the agent, the information typically maintained in forms database 42. The monitoring condition is satisfied if the score is equal to a

predetermined reference score that warrants monitoring of the call.

Reference is now made to Fig. 7 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining  
5 step comprises retrieving the number of calls which the agent has received and the number of the calls which have been recorded, both of which are typically maintained in calls database 34, and a percentage of the agent's calls which are to be recorded, the information typically maintained in schedule database 38. The monitoring condition is satisfied if the call currently in progress must be recorded in order to comply with the  
10 percentage of the agent's calls which are to be recorded.

Reference is now made to Fig. 8 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining  
step comprises determining the department to which the agent belongs, the information  
15 typically maintained in administration database 46, retrieving the number of calls which the department has received and the number of the calls which have been recorded, both of which are typically maintained in calls database 34 or may be calculated therefrom, and determining the percentage of the department's calls which are to be recorded, the information typically maintained in schedule database 38. The monitoring condition is  
20 satisfied if the call currently in progress must be recorded in order to comply with the percentage of the department's calls which are to be recorded.

Reference is now made to Fig. 9 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining

step comprises associating the agent with a supervisor, with the agent's supervisor typically maintained in admin database 46. The number of calls which the supervisor is to monitor in a given time period is then determined, the information typically maintained in schedule database 38. The monitoring condition is satisfied if recording  
5 the call currently in progress and within the time period will not cause the number of calls to be exceeded.

Reference is now made to Fig. 10 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining  
10 step comprises determining whether input has been entered into any data field appearing on a display of the computer. Evaluator 40 may provide this information by comparing a captured screen with a reference screen into which no data has been entered and storing an input indicator in forms database 42.

Reference is now made to Fig. 11 which is a simplified flowchart illustration  
15 of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining step comprises determining whether input has been entered into at least one specific data field appearing on a display of the computer. Evaluator 40 may provide this information by comparing a captured screen with a reference screen into which no data has been  
20 entered into the specific field and storing an input indicator in forms database 42.

Reference is now made to Fig. 12 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining step comprises determining whether at least one specific data field appears on a display

of the computer. Evaluator 40 may provide this information by comparing a captured screen with a reference screen containing the specific field and storing a field presence indicator in forms database 42.

Reference is now made to Fig. 13 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining step comprises determining the agent's skills, the information typically maintained in admin database 46. The monitoring condition is satisfied if a possessed skill is among to a predetermined list of skills that warrant monitoring of the call.

Reference is now made to Fig. 14 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining step comprises identifying at least one word spoken during the telephone call, the information typically maintained in forms database 42. The monitoring condition is satisfied if the word is in a database of words which require the recording of telephone calls. Such a word may be "supervisor," possibly indicating a request to speak with a supervisor, or an obscenity.

Reference is now made to Fig. 15 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining step comprises identifying a plurality of words spoken during the telephone call, the information typically maintained in forms database 42. The monitoring condition is satisfied if one or more "good" words as found in a database of words are not present the plurality of words. Such a word may be "please" or "thank you," the absence of which

might indicate a service deficiency, and, therefore, a need to record.

Reference is now made to Fig. 16 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining  
5 step comprises determining a speech rate of words spoken during the telephone call, the information typically maintained in forms database 42. The monitoring condition is satisfied if the speech rate exceeds a predefined speech rate, possibly indicating that the agent or the customer is talking too fast.

Reference is now made to Fig. 17 which is a simplified flowchart illustration  
10 of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining step comprises determining a speech rate of words spoken during the telephone call, the information typically maintained in forms database 42. The monitoring condition is satisfied if the speech rate is slower than a predefined speech rate, possibly indicating  
15 that the agent or the customer is talking too slowly.

Reference is now made to Fig. 18 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining step comprises determining the number of words spoken during the telephone call, the  
20 information typically maintained in forms database 42. The monitoring condition is satisfied if the number of words exceeds a predefined number of words, possibly indicating that the call may involve a relatively complex issue.

Reference is now made to Fig. 19 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a

preferred embodiment of the present invention. In the method shown the determining step comprises determining the number of words spoken during the telephone call, the information typically maintained in forms database 42. The monitoring condition is satisfied if the number of words is less than a predefined number of words, possibly  
5 indicating that the call may not be progressing satisfactorily.

Reference is now made to Fig. 20 which is a simplified flowchart illustration of an implementation of determining step 200 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the determining step comprises determining the state of emotion present during the telephone call using  
10 conventional means, such as the TRUSTECH system, commercially available from Truster, Ltd. of Israel. The data relating to telephone call emotion levels may be maintained in forms database 42. The monitoring condition is satisfied if the detected state of emotion exceeds a certain emotion threshold as measured by the emotion detecting means.

15 Reference is now made to Fig. 21 which is a simplified flowchart illustration of an implementation of recording step 400 of Fig. 3, operative in accordance with a preferred embodiment of the present invention. In the method shown the recording step comprises recording at least a portion of the agent's interactions with the computer after completion of the telephone call until a stop condition is reached. The stop condition  
20 may be an elapsed period of time and/or the receipt of a notification subsequent to the notification received in step 100 that a customer telephone call is currently in progress with the agent.

Reference is now made to Fig. 22 which is a simplified flowchart illustration of a method of operation of monitoring system 16 of Fig. 1, the method being operative



in accordance with a preferred embodiment of the present invention. In the method of Fig. 22 multiple notifications are received from ACD 10 indicating that multiple calls are currently in progress with multiple agents (step 500). Event manager 32 (Fig. 2) then determines whether recording resources are currently available for recording thereto  
5 (step 600). If recording resources are currently available, event manager 32 signals voice logger 28 to select any of the telephone calls at random (step 700) and record some or all of the audio of the selected calls (step 800) and screen logger 30 to record in synchronicity with the audio recordings of voice logger 28 some or all of the selected agent's interactions with the agent's workstation during the telephone call, preferably in  
10 the form of screen data captures (step 900). Recording preferably continues until the recording resources are no longer currently available for recording thereto.

It is appreciated that any of the methods described hereinabove may be carried out after one or more of the telephone calls to be evaluated have been fully recorded. In such circumstances a telephone call is pre-recorded without regard to  
15 whether or not a particular monitoring condition was satisfied. At a later time the telephone call is evaluated to determine whether the telephone call is to be retained by determining whether it meets a monitoring condition. The monitoring condition thus serves as a retention condition which, if satisfied, results in the pre-recorded telephone call being retained. The pre-recorded telephone call is then tagged with a retention  
20 indicator to indicate that the call is to be retained. The telephone call may also be tagged with a release indicator indicating when the retention indicator is to be removed, such as by specifying a predefined period of time after which said retention indicator is to be removed, or by specifying that the retention indicator is to be removed upon conclusion of an evaluation of the telephone call or after a certain period of time thereafter. The

tagging with the retention indicator and/or the release indicator may be done subsequent to performing an evaluation of said telephone call, such as by a supervisor. The release indicator may also indicate a storage threshold such that the retention indicator is removed after the storage threshold of recorded telephone calls is exceeded.

5           The methods and apparatus disclosed herein have been described without reference to specific hardware or software. Rather, the methods and apparatus have been described in a manner sufficient to enable persons having ordinary skill in the art to readily adapt commercially available hardware and software as may be needed to reduce any of the embodiments of the present invention to practice without undue  
10       experimentation and using conventional techniques.

          While the present invention has been described with reference to a few specific embodiments, the description is intended to be illustrative of the invention as a whole and is not to be construed as limiting the invention to the embodiments shown. It is appreciated that various modifications may occur to those skilled in the art that, while  
15       not specifically shown herein, are nevertheless within the true spirit and scope of the invention.

## CLAIMS

What is claimed is:

1. A method for monitoring agent telephonic interactions with customers, the method comprising:

5 a) receiving a CTI datum associated with a telephone call between an agent and a party;

b) determining whether said telephone call is to be recorded by determining whether said CTI datum meets at least one predefined monitoring condition, and, if so;

10 c) recording at least a portion of said telephone call.

2. A method according to claim 1 wherein said CTI datum is either of the telephone number of said party and the telephone number dialed by said party.

15 3. A method according to claim 1 wherein said CTI datum is a business information datum of said party.

4. A method according to claim 3 wherein said monitoring condition is met when said business information datum is in a database of business information data  
20 whose calls are to be recorded.

5. A method according to claim 3 wherein said monitoring condition is met when said business information datum is not in a database of business information data whose calls are not to be recorded.

6. A method according to claim 2 wherein said monitoring condition is met when said telephone number is in a database of telephone numbers whose calls are to be recorded.

5

7. A method according to claim 2 wherein said monitoring condition is met when said telephone number is not in a database of telephone numbers whose calls are not to be recorded.

10 8. A method according to claim 2 wherein said monitoring condition is met when a portion of said telephone number matches a predetermined telephone number portion.

9. A method according to claim 2 wherein said monitoring condition is met  
15 when a portion of said telephone number does not match a predetermined telephone number portion.

10. A method according to claim 1 wherein said recording step c) comprises recording an audio portion of said telephone call while recording in synchronicity at  
20 least a portion of said agent's interactions with a computer during said telephone call.

11. A method according to claim 1 wherein said recording step c) comprises recording an audio portion of said telephone call.

12. A method for monitoring agent telephonic interactions with customers, the method comprising:

a) receiving a CTI datum associated with a telephone call between an agent and a party;

5 b) determining whether recording said telephone call will satisfy a metric not associated with said telephone call, and, if so;

c) recording at least a portion of said telephone call.

13. A method according to claim 12 and further comprising maintaining the  
10 number of calls which said agent has received, the number of said calls which have been recorded, and a percentage of said agent's calls which are to be recorded, and wherein said metric is a percentage of said agent's calls which are to be recorded.

14. A method according to claim 12 and further comprising:  
15 associating said agent with a department; and  
maintaining the number of calls which said department has received, the number of said calls which have been recorded, and a percentage of said department's calls which are to be recorded, and wherein said metric is a percentage of said department's calls which are to be recorded.

20

•  
15. A method according to claim 12 and further comprising:  
associating said agent with a supervisor; and  
maintaining a number of calls which said supervisor is to monitor in a given time period, and wherein said metric is a maximum number of calls to be recorded for

said supervisor within said time period.

16. A method according to claim 12 wherein said recording step c) comprises recording an audio portion of said telephone call while recording in synchronicity at  
5 least a portion of said agent's interactions with a computer during said telephone call.

17. A method according to claim 12 wherein said recording step c) comprises recording an audio portion of said telephone call.

10 18. A method for monitoring agent telephonic interactions with customers, the method comprising:

a) determining whether said agent's interactions with a computer during a telephone call received by said agent meets at least one predefined monitoring condition, and, if so:

15 c) recording at least a portion of said telephone call.

19. A method according to claim 18 wherein said monitoring condition is whether input has been entered into any data field appearing on a display of said computer.

20

20. A method according to claim 18 wherein said monitoring condition is whether input has been entered into at least one specific data field appearing on a display of said computer.

21. A method according to claim 18 wherein said monitoring condition is whether at least one specific data field appears on a display of said computer.

22. A method according to claim 18 wherein said recording step b) comprises  
5 recording an audio portion of said telephone call while recording in synchronicity at least a portion of said agent's interactions with a computer during said telephone call.

23. A method for monitoring agent telephonic interactions with customers, the method comprising:

10 a) determining whether an agent satisfies a monitoring condition, and, if so:

b) recording at least a portion of a telephone call received by said agent.

24. A method according to claim 23 wherein said monitoring condition is  
15 whether said agent has a specific skill.

25. A method according to claim 23 and further comprising maintaining a score for said agent and wherein said monitoring condition is whether said score is less than or equal to a predetermined reference score.

20

26. A method according to claim 23 wherein said determining step comprises maintaining a score for said agent and wherein said monitoring condition is whether said score is greater than or equal to a predetermined reference score.

27. A method according to claim 23 wherein said recording step b) comprises recording an audio portion of said telephone call.

28. A method according to claim 23 wherein said recording step b) comprises  
5 recording an audio portion of said telephone call while recording in synchronicity at least a portion of said agent's interactions with a computer during said telephone call.

29. A method for monitoring agent telephonic interactions with customers, the method comprising:

- 10 a) pre-recording a first speech portion of a telephone call received by an agent
- b) determining whether said speech portion satisfies a monitoring condition, and, if so:
- c) recording at least a second portion of said telephone call.

15

30. A method according to claim 29 and further comprising combining said first and second portions.

31. A method according to claim 29 wherein said determining step comprises  
20 identifying at least one word spoken during said telephone call and wherein said monitoring condition is whether said word is in a database of words which require the recording of telephone calls.

32. A method according to claim 29 wherein said determining step comprises



identifying a plurality of words spoken during said telephone call and wherein said monitoring condition is satisfied when at least one word in a database of words is absent from said plurality of words.

5     33.        A method according to claim 29 wherein said determining step comprises determining a speech rate of words spoken during said telephone call and wherein said monitoring condition is whether said speech rate exceeds a predefined speech rate.

34.        A method according to claim 29 wherein said determining step comprises  
10     determining a speech rate of words spoken during said telephone call and wherein said monitoring condition is whether said speech rate is slower than a predefined speech rate.

35.        A method according to claim 29 wherein said determining step comprises determining the number of words spoken during said telephone call and wherein said  
15     monitoring condition is whether said number of words exceeds a predefined number of words.

36.        A method according to claim 29 wherein said determining step comprises determining the number of words spoken during said telephone call and wherein said  
20     monitoring condition is whether said number of words is less than a predefined number of words.

37.        A method according to claim 29 wherein said determining step comprises determining a state of emotion present during said telephone call and wherein said

monitoring condition is whether said state of emotion exceeds a predefined emotion threshold.

38. A method according to claim 29 wherein said recording step b) comprises  
5 recording an audio portion of said telephone call while recording in synchronicity at least a portion of said agent's interactions with a computer during said telephone call.

39. A method for monitoring agent telephonic interactions with customers, the method comprising:

10 a) recording, during a telephone call between an agent and a party, either of at least a first audio portion of a telephone call and at least a first agent interaction with a computer; and

b) recording, after the conclusion of said telephone call, at least a second agent interaction with said computer in association with either of said first portion and  
15 said first interaction.

40. A method according to claim 39 wherein said recording step b) comprises recording until a stop condition is reached.

20 41. A method according to claim 40 wherein said stop condition is an elapsed period of time.

42. A method according to claim 40 wherein said stop condition is the receipt of a notification of a second telephone call in progress with said agent subsequent to said

first-mentioned telephone call.

43. A method for monitoring agent telephonic interactions with customers, the method comprising:

- 5 a) receiving a plurality of notifications that a plurality of customer telephone calls are currently in progress with a plurality of agents;
- b) determining whether recording resources are currently available for recording, and, if so:
- c) recording at least a portion of any of said telephone calls selected at
- 10 random and currently in progress with one of said plurality of agents; and
- d) recording in synchronicity with said recording step c) at least a portion of said one of said plurality of agent's interactions with a computer during said telephone call.

15 44. A method according to claim 43 wherein any of said recording steps continue recording until said recording resources are no longer currently available for recording thereto.

45. A method according any of claims 10, 16, 22, 28, 38, 39, or 43 wherein said

20 recorded agent interaction with a computer comprises, at least one screen shot of a display of said computer.

46. A method for monitoring agent telephonic interactions with customers, the method comprising:

- a) pre-recording a plurality of telephone calls between a plurality of agents and a plurality of parties;
- b) determining whether any of said telephone calls is to be retained by determining whether any of said telephone calls meets at least one retention condition,  
5 and, if so;
- c) tagging said telephone call to be retained with a retention indicator.

47. A method according to claim 46 and further comprising d) tagging said telephone call to be retained with a release indicator indicating when said retention  
10 indicator is to be removed.

48. A method according to claim 47 wherein said release indicator indicates a predefined period of time after which said retention indicator is to be removed.

15 49. A method according to claim 47 wherein said release indicator indicates that said retention indicator is to be removed subsequent to performing an evaluation of said telephone call.

50. A method according to claim 47 wherein said release indicator indicates that  
20 said retention indicator is to be removed after a predefined period of time subsequent to performing an evaluation of said telephone call.

51. A method according to claim 47 wherein said release indicator indicates a storage threshold and wherein said retention indicator is removed after said storage threshold is exceeded.

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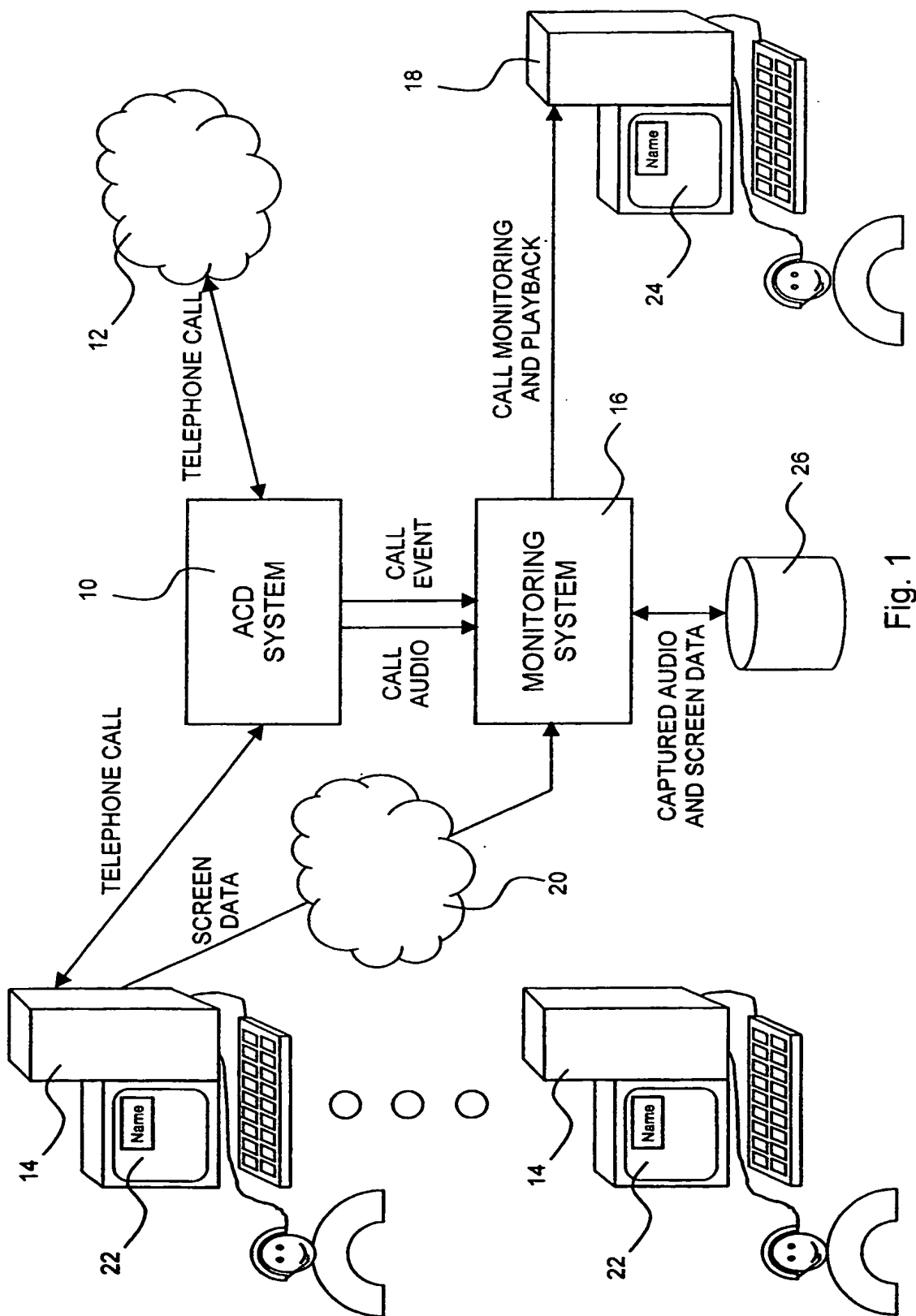


Fig. 1

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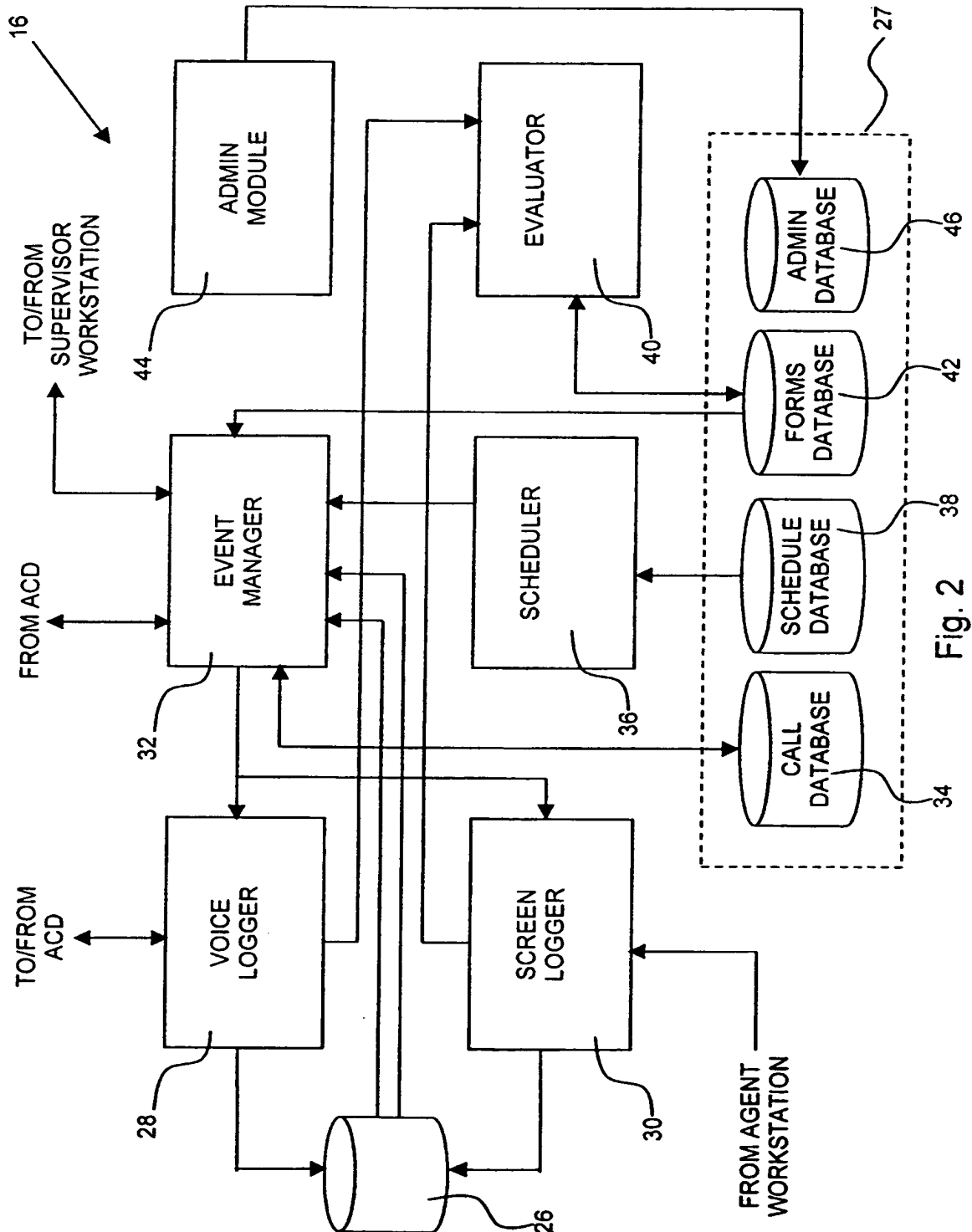


Fig. 2

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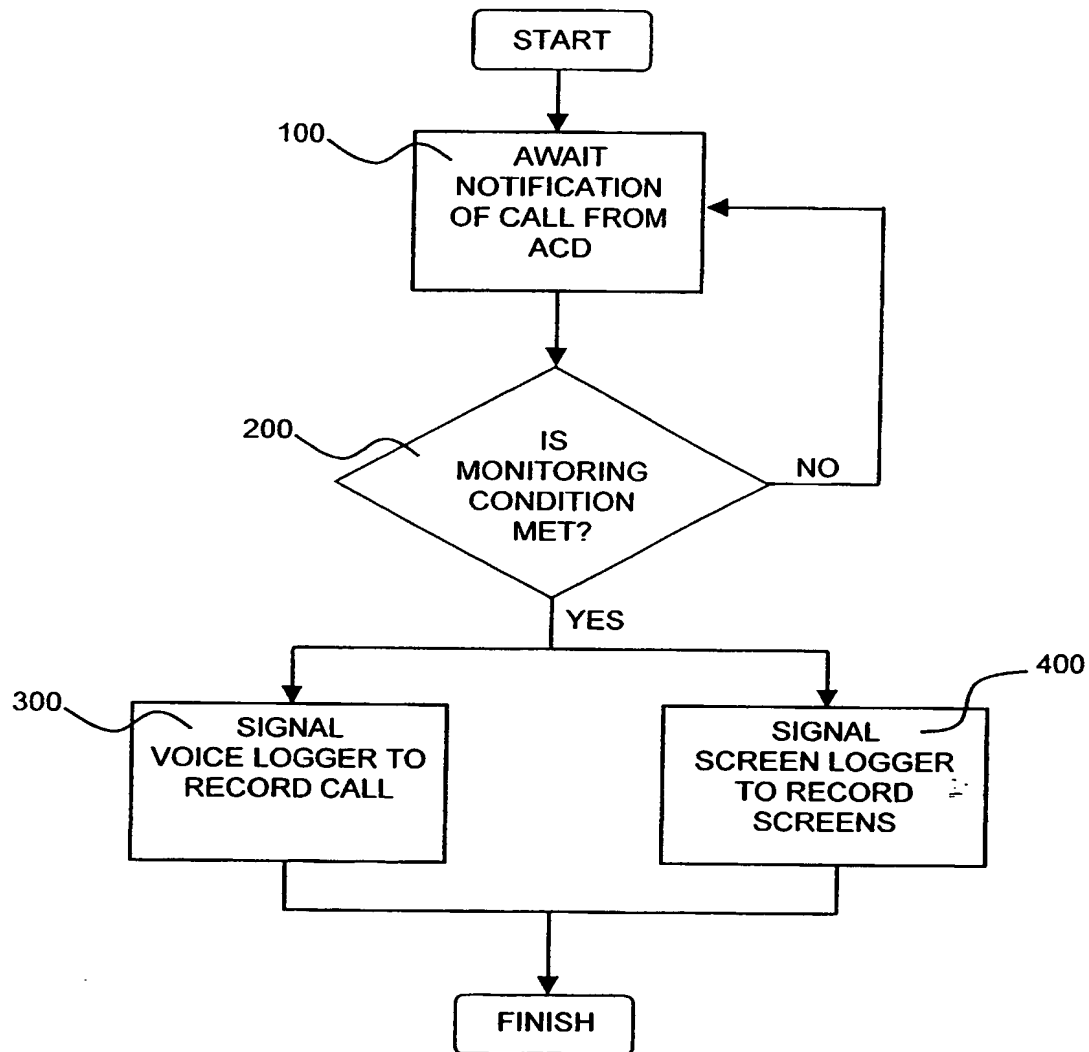


Fig. 3



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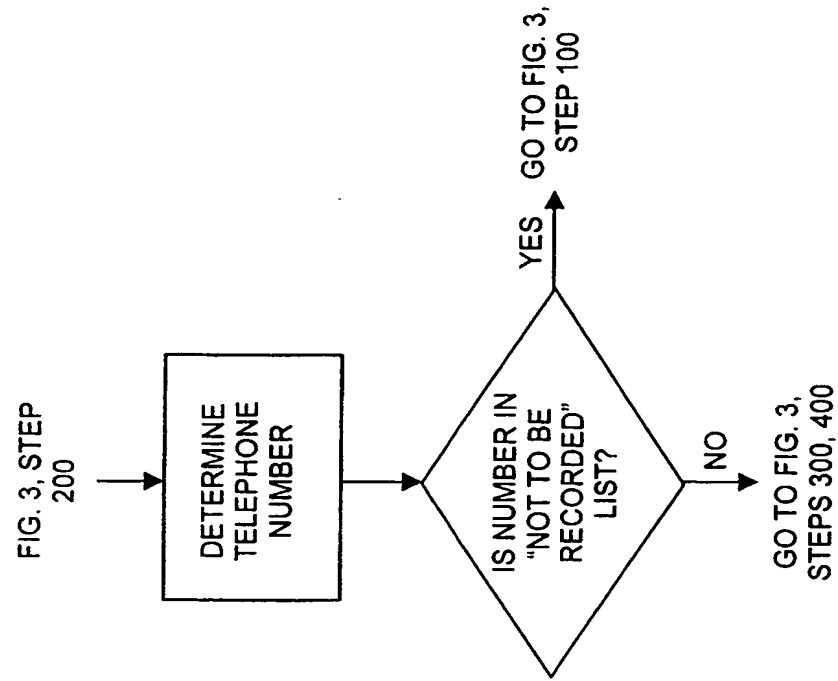


Fig. 5

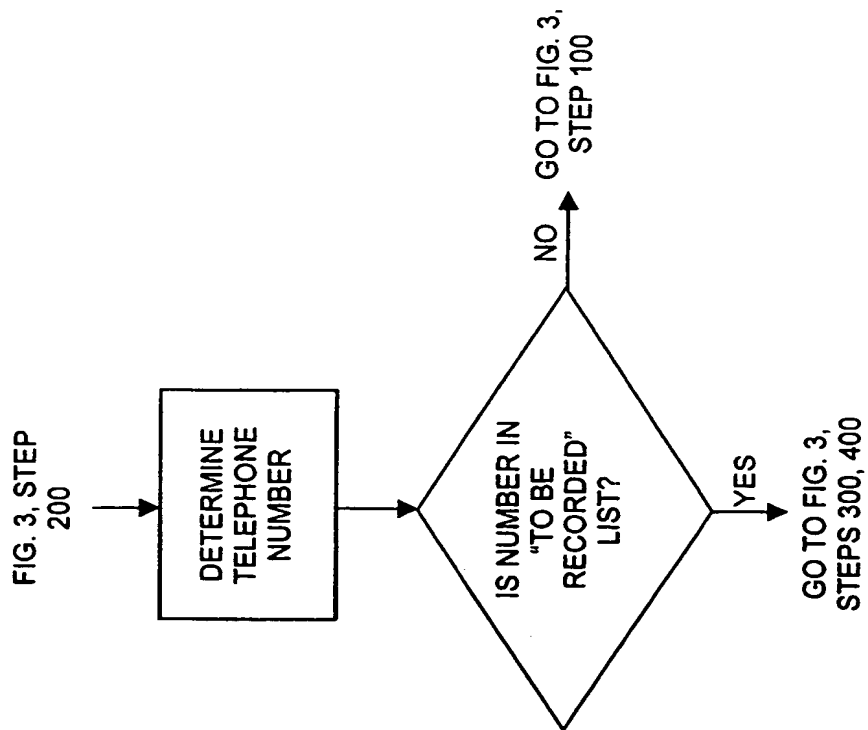
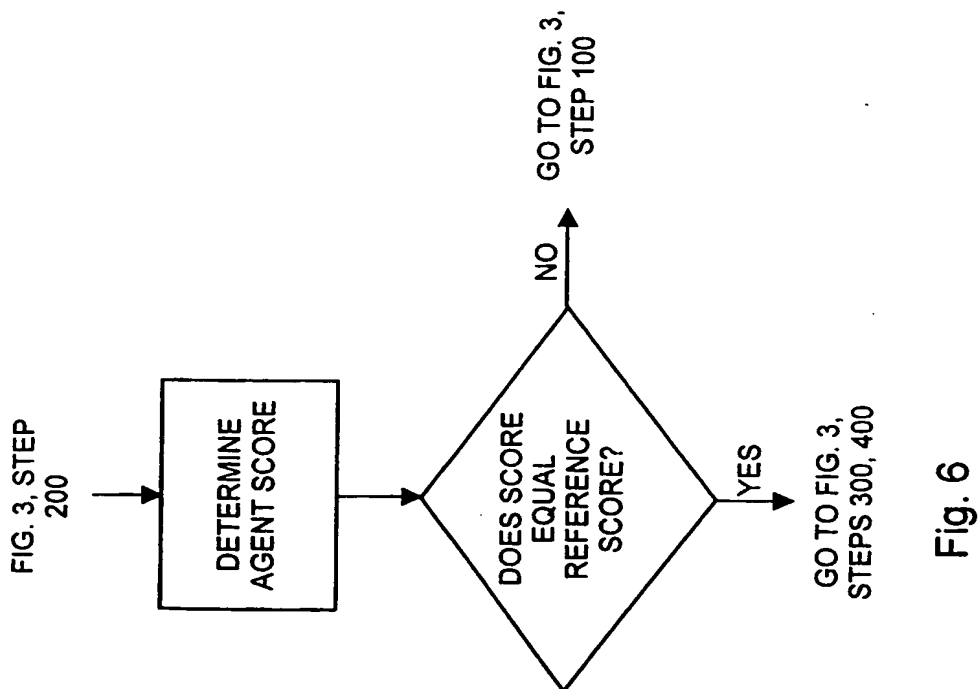
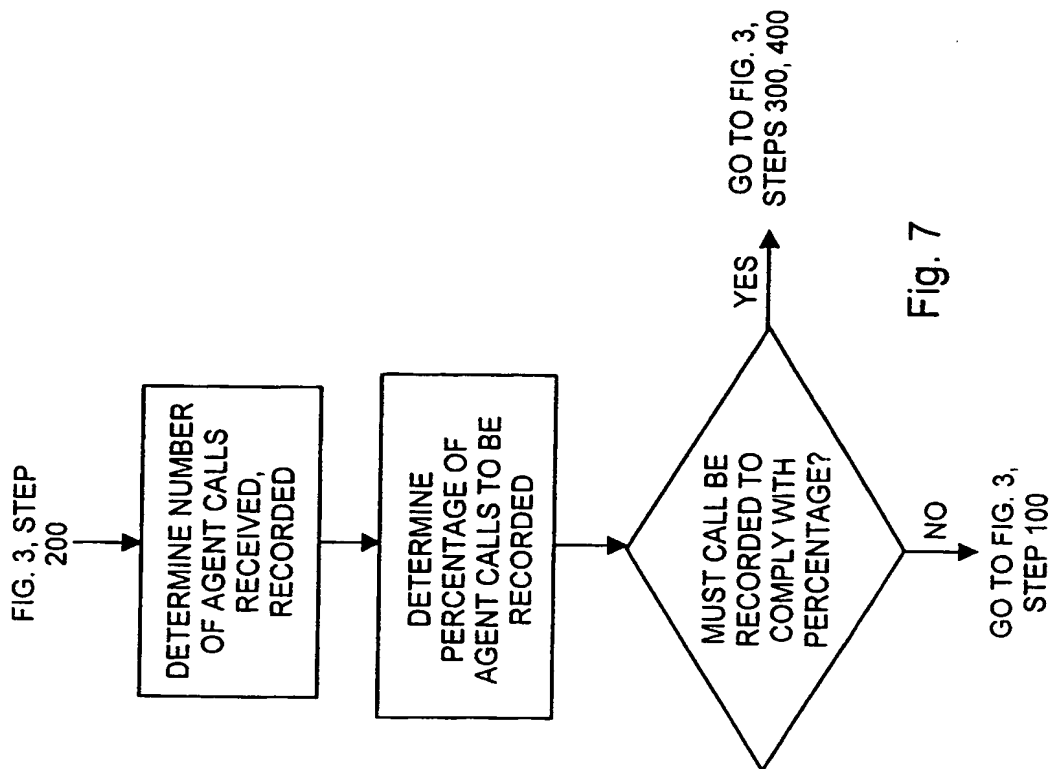
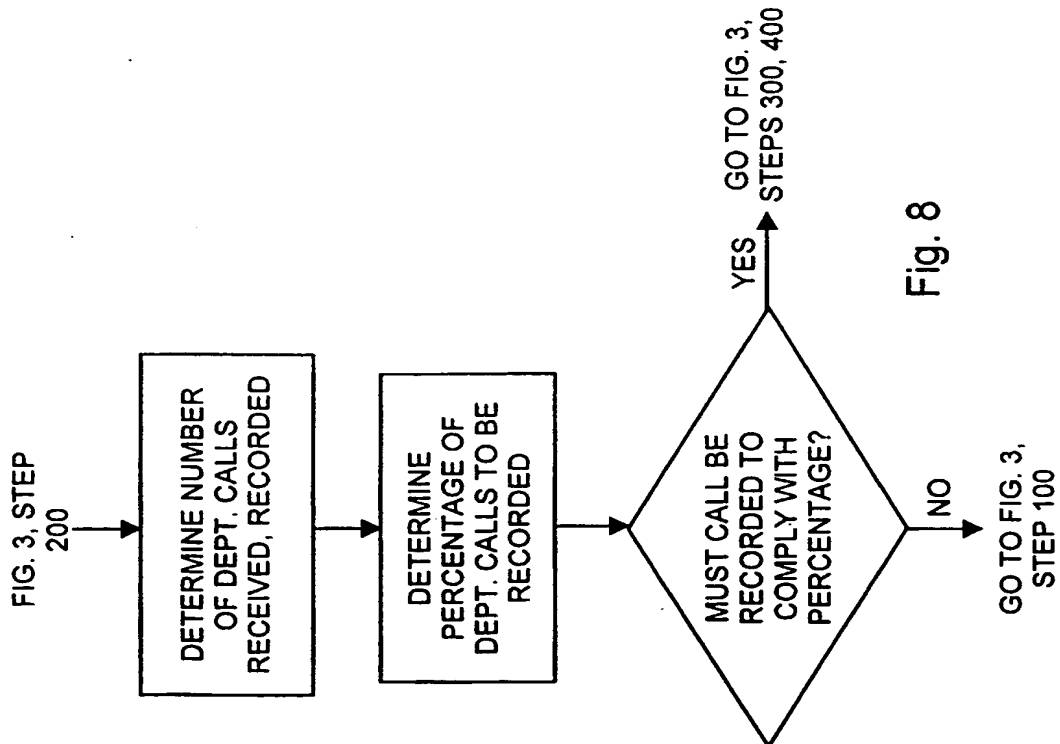
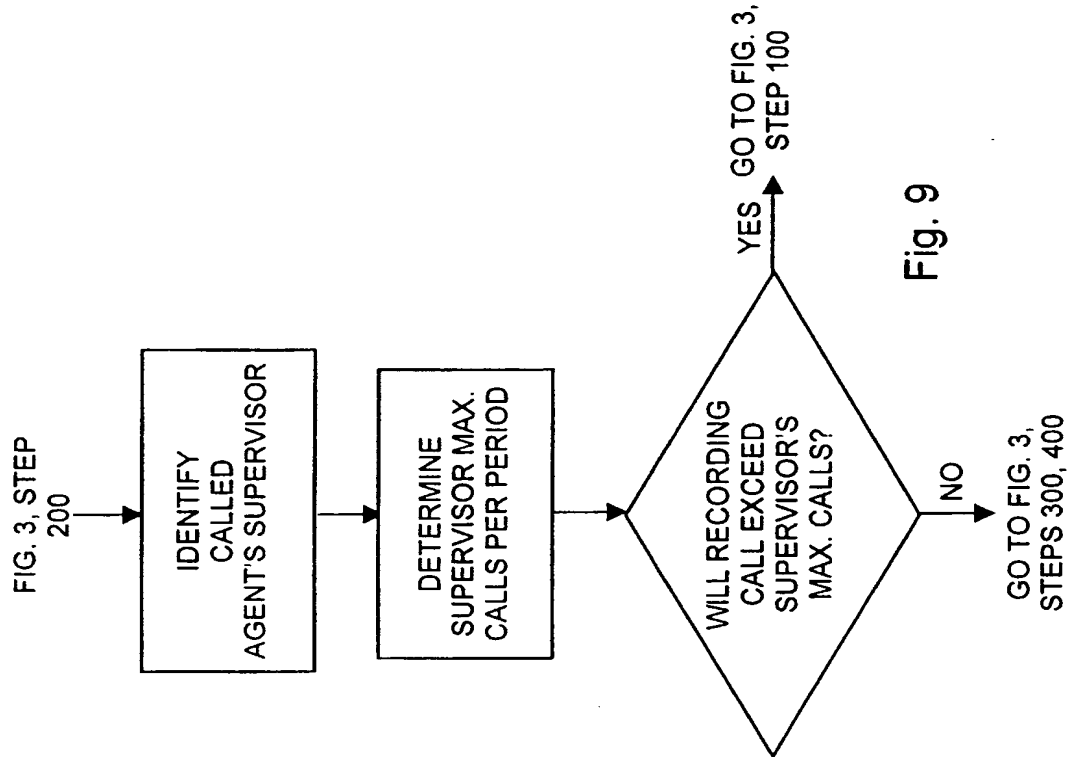


Fig. 4



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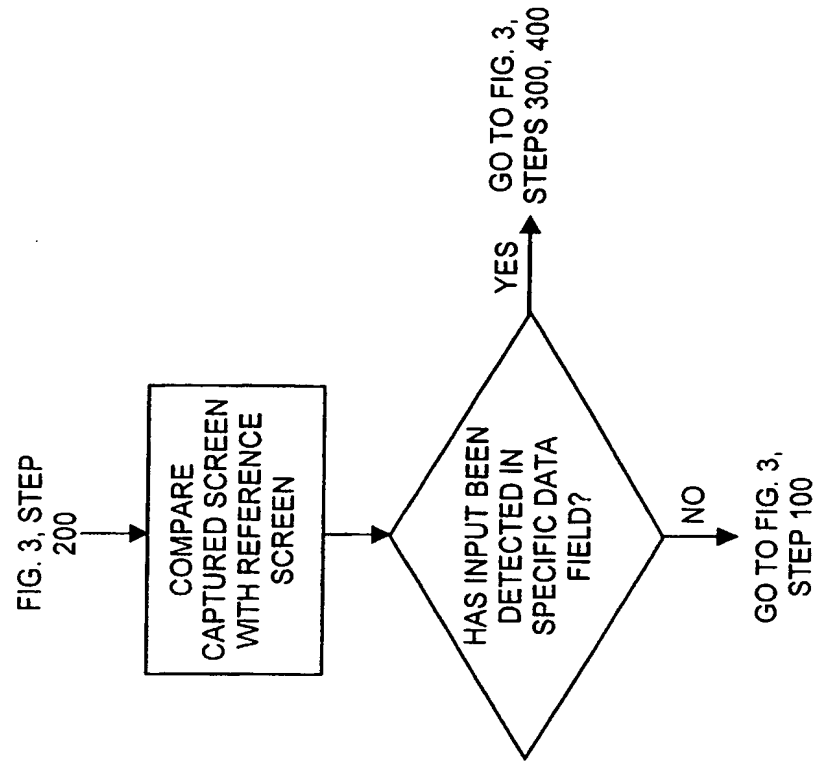


Fig. 11

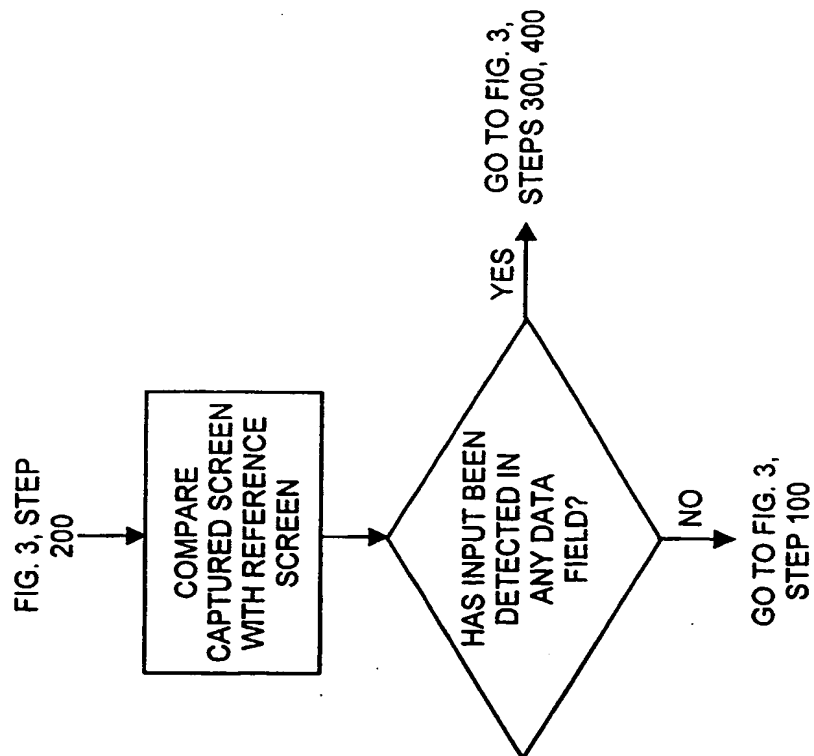


Fig. 10

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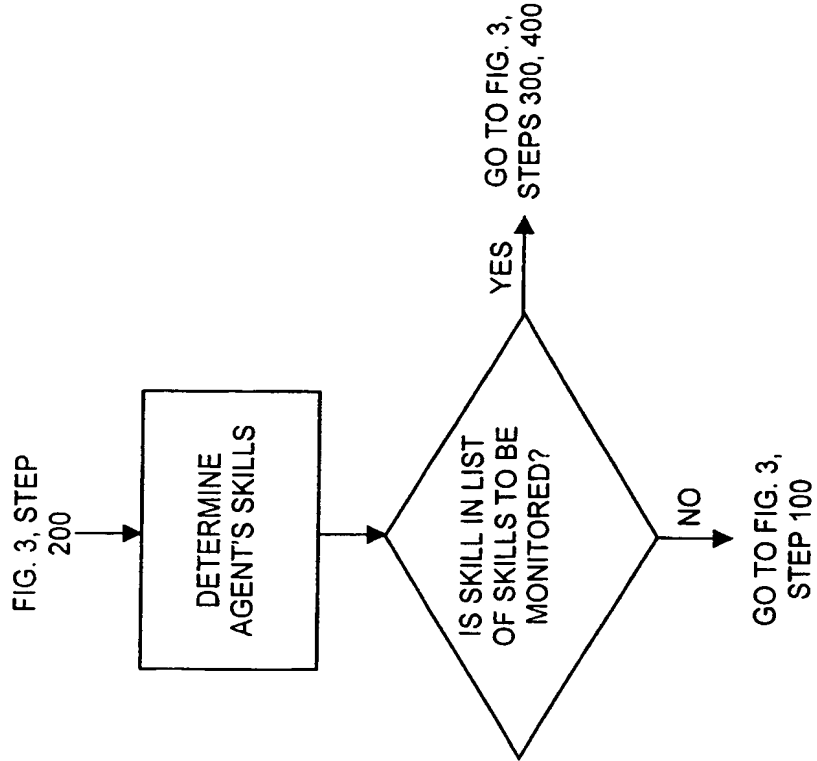


Fig. 13

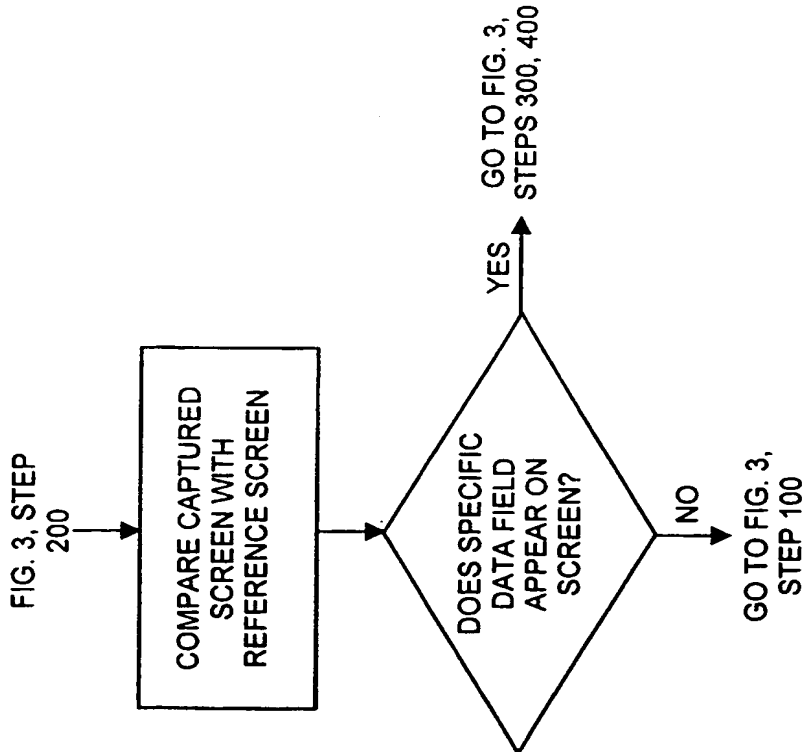


Fig. 12

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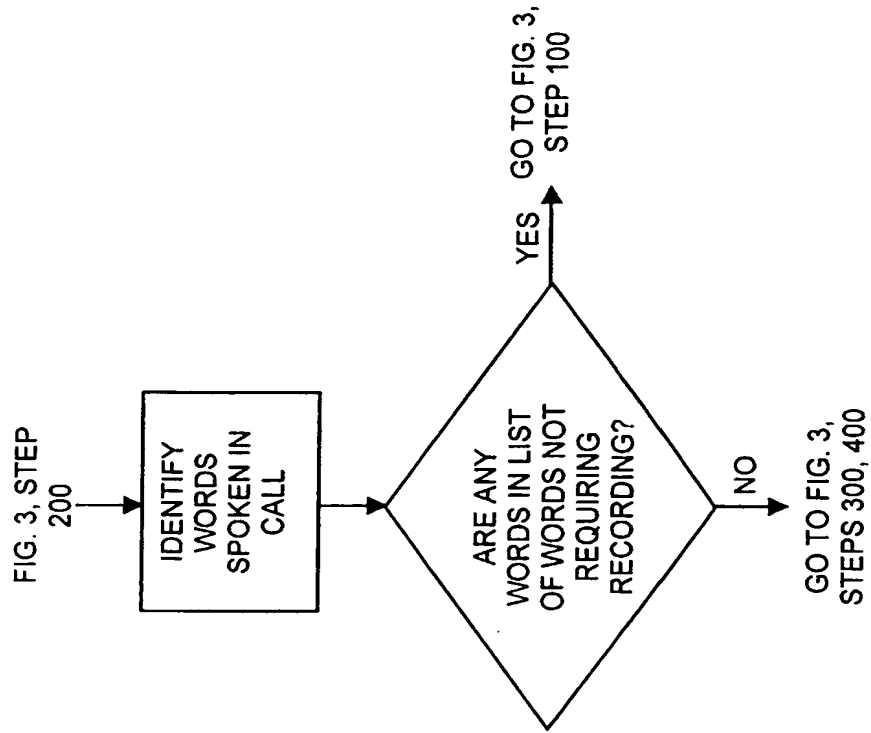


Fig. 15

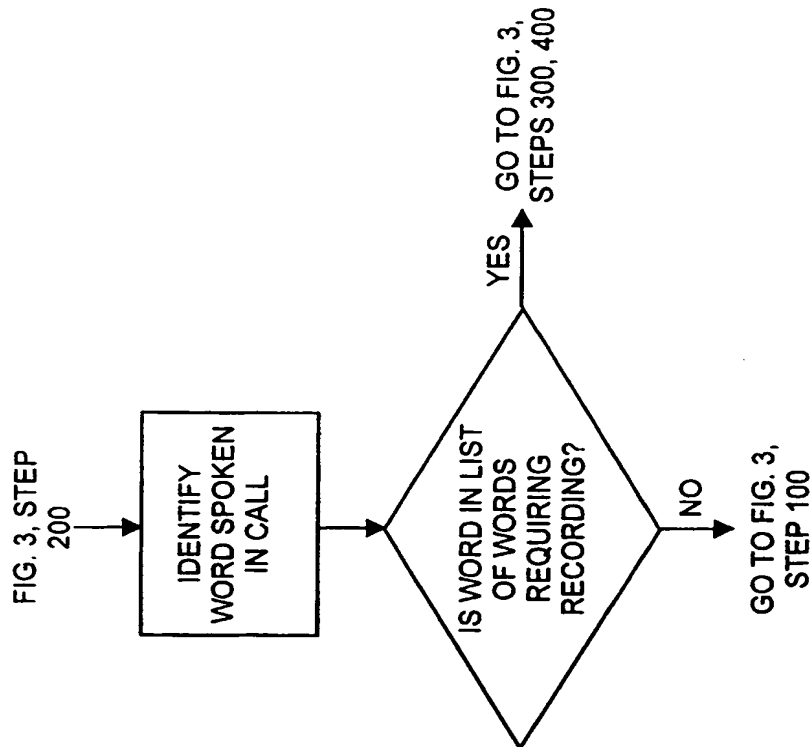


Fig. 14

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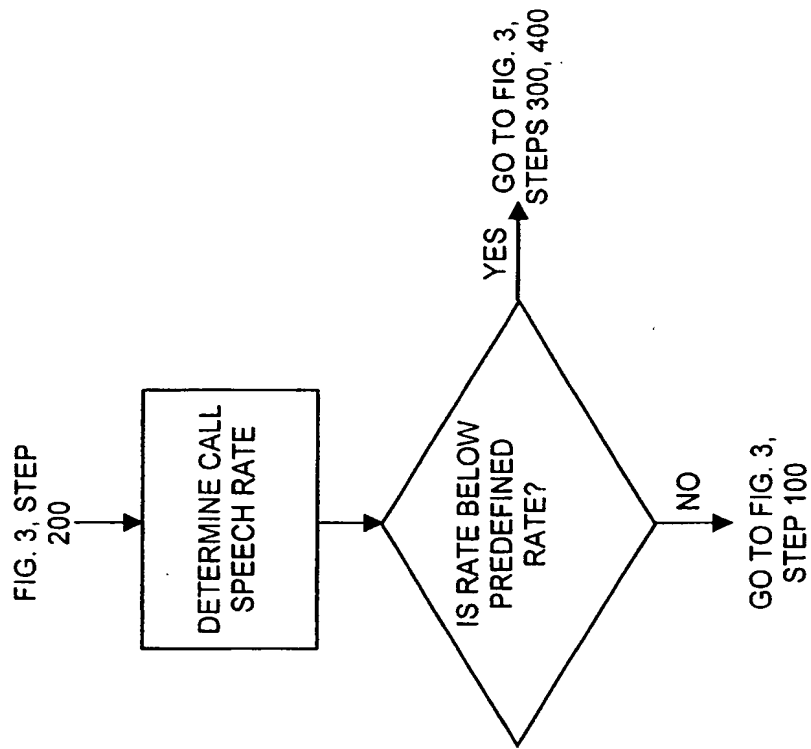


Fig. 17

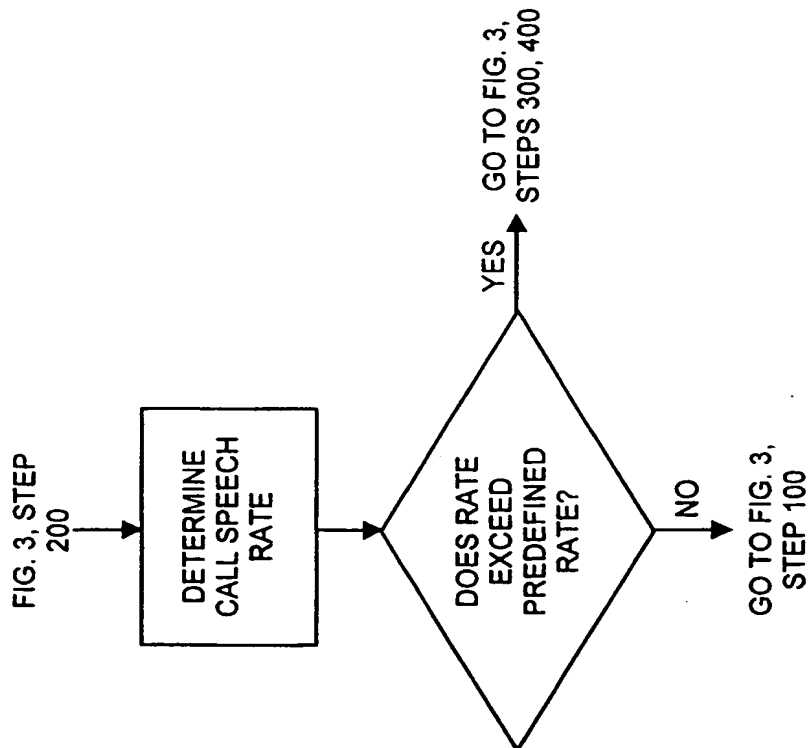


Fig. 16

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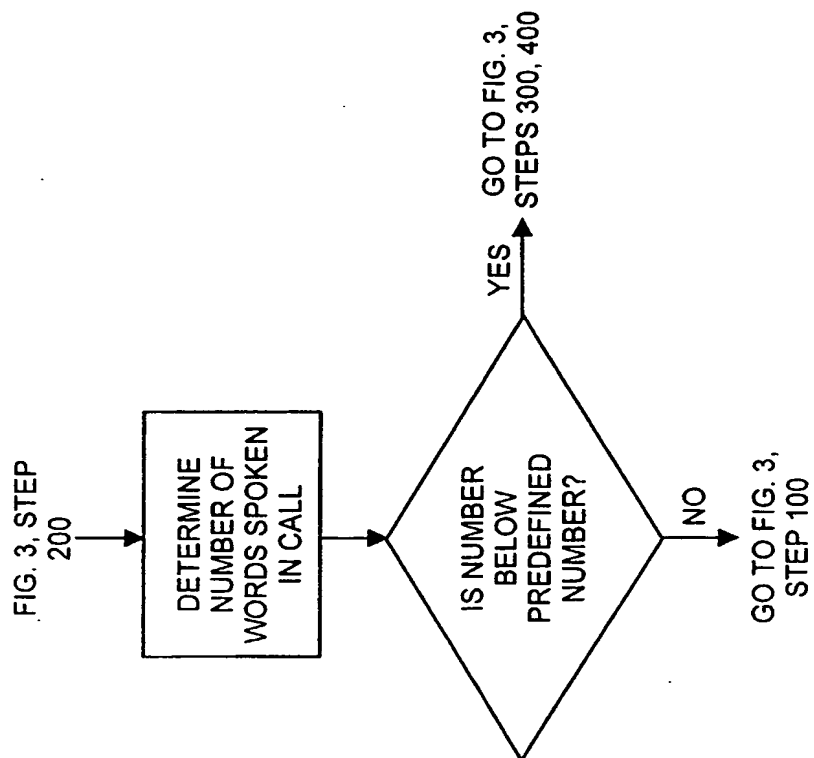


Fig. 19

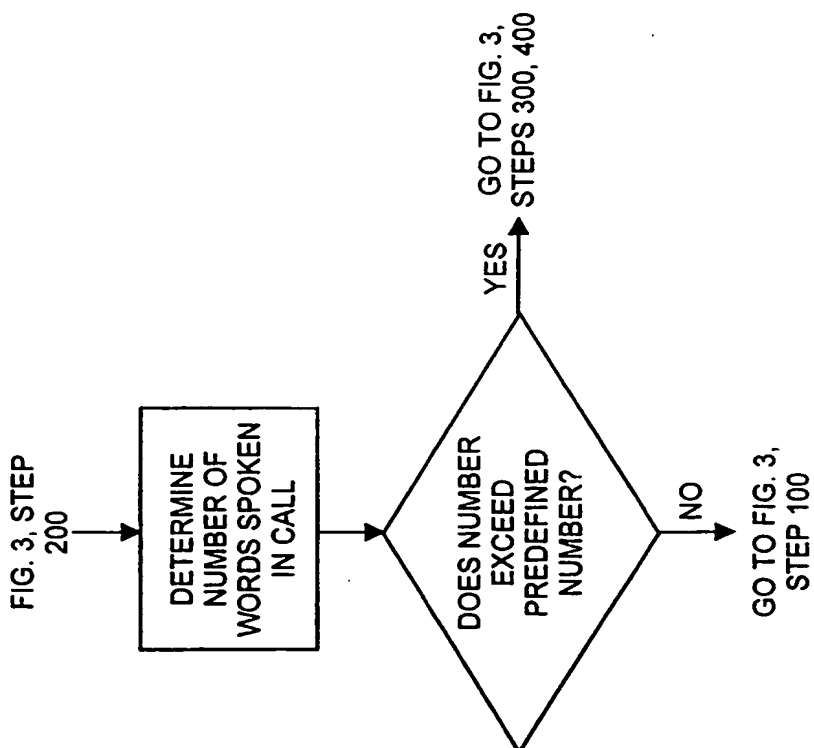
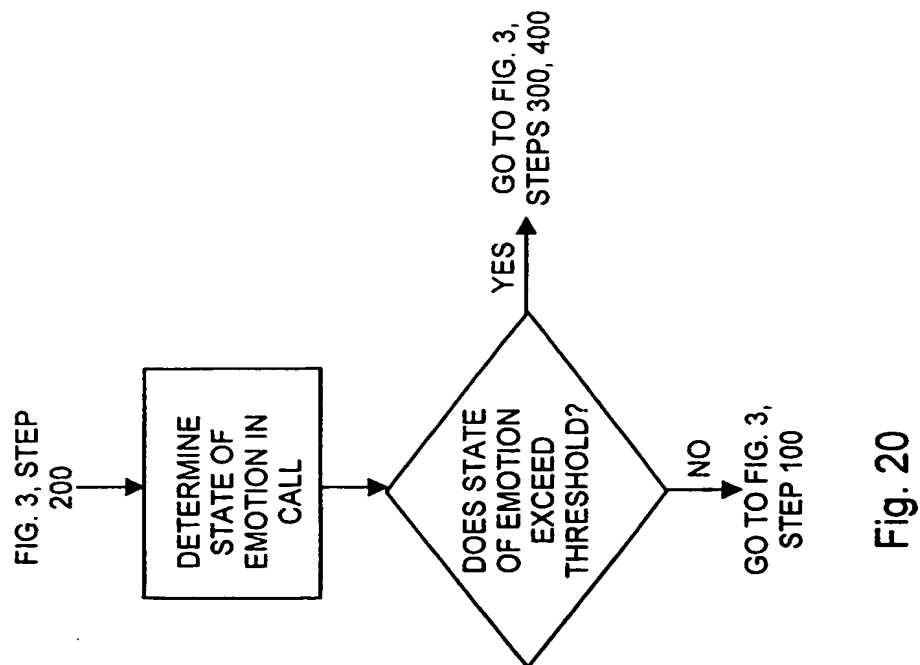
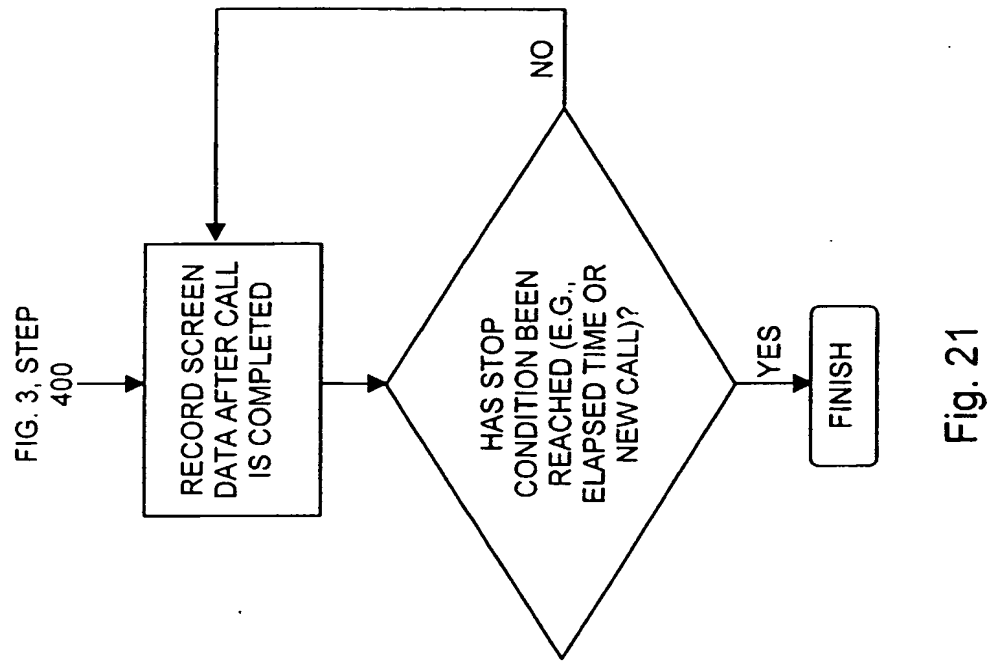


Fig. 18



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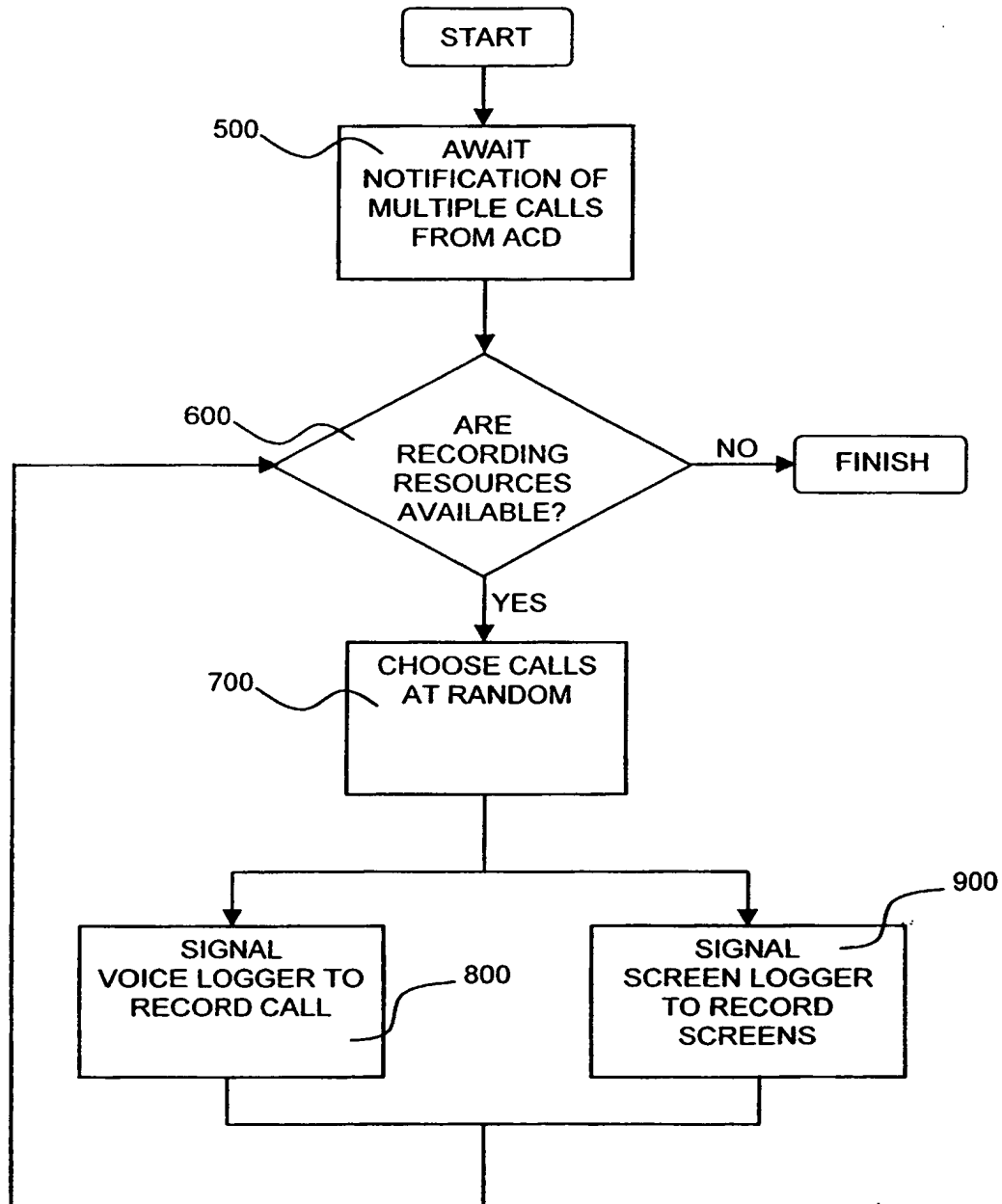


Fig. 22

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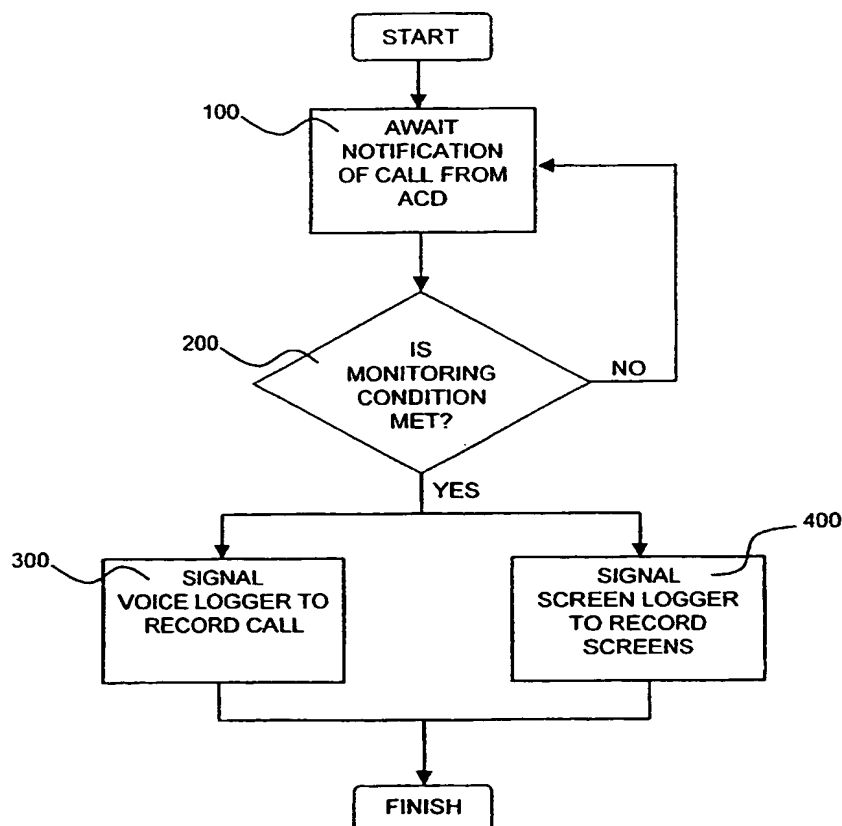
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[Continued on next page]

(54) Title: TELEPHONE CALL MONITORING SYSTEM



(57) Abstract: A method for monitoring agent telephonic interactions with customers, the method including a) receiving a CTI datum associated with a telephone call between an agent and a party (100), b) determining whether the telephone call is to be recorded by determining whether the CTI datum meets at least one predefined monitoring condition (200), and, if so, c) recording at least a portion of the telephone call (300, 400).

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Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)  
EAST**C. DOCUMENTS CONSIDERED TO BE RELEVANT**

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5,946,375 A (PATTISON et al) 31 August 1999 (31.08.1999), see entire patent	1-51

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